Minutes of September 6 were approved.

President’s remarks

Dr. Patton welcomed Dr. Covey. Dr. Patton cited positive news regarding fall semester enrollments, media coverage of topping-off ceremony for University Commons, groundbreaking for Science Park buildings on October 10, opening of Henry County campus, and anticipated Board of Regents authorization to sell GSU Village at their October 10-11 meeting.

Presentation on fraud

Ms. Mondello presented a PowerPoint presentation entitled, “How to Identify and Catch a Thief in the Workplace” [presentation available for other groups, contact Ms. Mondello].

Ms. Mondello outlined major forms of fraud involving billing, non-cash items, false expense reimbursements, skimming, and payroll and various controls in place at Georgia State to reduce the risks of these occurring.

Dr. Marshall commented on the complications of criminal history checks because of restrictions on obtaining out-of-state criminal records. He noted the option of having an individual go to the county sheriff in order to obtain their own criminal background check. He also noted the possibility of using third-party services to obtain such records.

Dr. Henry inquired about detection of fraud in the last 12 months. Ms. Mondello replied there had been cases, and Mr. Roth added there were investigations in progress.

Dr. Dabney cited research showing one in three employees steal from their employers in some way.

Ms. Peterman noted the particular concern in the Development Division about avoiding any cases of fraud because of the potential for damaging trust of donors.

Dr. Kaminshine asked if the scope included conflict of interest issues. Ms. Mondello replied that this was not a typical component of their fraud-related efforts. Dr. Marshall conceded that this was an area in need of tighter management, although disclosure of activities was actively encouraged. Mr. Roth commented that hotlines were helpful in obtaining tips about such matters.

Dr. Moore observed that vulnerability to fraud was increased in a period of budget cuts. He pointed to the situation of unfilled staff positions meaning fewer people to involve in internal controls.

Dr. Adamson commented that the Spectrum system did not facilitate ease in spotting fraudulent expenditures.

Dr. Fritz called attention to integrity of student records as another area subject to fraud.

Enrollment/budget update

Dr. Henry reported enrollment of 26,100 students and revenues exceeding projections by $1 million.

Customer service updates
Ms. Collier announced the SGA had extended its office hours to better serve students.

Mr. Lewis reported on an effort to mentor new employees in the External Affairs division about telephone etiquette, follow-up, customer service, etc. He also reported on successful outcomes resulting from monthly lunches with students (e.g., installation of change machines in residence halls, improved lighting in the Lofts parking deck).

Dr. Fritz noted the success of weekend operation and remote locations for the One Stop Shop during registration. He also reported creation of a task force of frontline personnel to identify ways to improve services.

Ms. Peterman commented on the need to formalize efforts to obtain information about customer service through focus groups, surveys, etc. Mr. Lewis cited efforts to poll those served as part of the branding committee program. He noted surveys of students who leave after one semester and the football feasibility study survey, which had yielded information about views of alumni on a variety of matters.

Dr. Colarusso stated that the College of Education was focusing on frontline service personnel because of turnover.

Ms. Collier urged administrators and faculty to attend student events and to talk with students.

Dr. Adamson noted a series of lunches and dinners with Honors students.

Ms. Hurt pointed out the continuous posting of photographs of the library transformation project and use of an on-line blog to obtain student feedback.

Dr. Huss commented that forums with the dean had been held at each of the Robinson College of Business locations. He added that the college was also surveying persons who had looked at the recruitment web site, but had not applied.

Announcements

Dr. Adamson announced 30,000 neuroscientists would be in Atlanta for a conference with a brain-shaped hot air balloon to be inflated at the Science Park lot on October 14.

Dr. Kaminshine announced the Henry J. Miller Distinguished Lecturer would be a social scientist, Dr. Glenn C. Loury of Brown University, on October 9.

Ms. Rupp announced the annual employee benefits fair would be held October 10.

Dr. Kelley announced the J. Rhodes Haverty Lecturer would be CARE CEO, Dr. Helene D. Gayle, on October 26.

Ms. McElroy reported the CAA blood drive had collected 325 units.

Ms. Hurt reported the guaranteed contract price for the library transformation project had come in under budget, which would permit some additive alternates including the coffee shop and glass walls on both sides of the bridge over Decatur Street. Dr. Patton announced the City of Atlanta had waived air right fees for the project as a result of the efforts of Mr. Sheheane, Dr. Marshall, et al. with people in city government.

Dr. Colarusso announced the Benjamin E. Mays Memorial Lecturer would be Dr. Ronald F. Ferguson of Harvard University, on October 12, and the annual Latino Youth Leadership Conference would be October 21.

Dr. Fritz announced Panther Preview would be November 11 with 1,200 prospective students anticipated. He indicated there would be a luncheon for National Merit Scholars the same day.